



Use Case:

Warehouse and Manufacturing

Requirement

With manufacturing excellence and the support of a multinational distribution operation at the forefront of this business's operations, real time technology has played a key part in the support of efficient and robust warehouse processes for many years.

The requirement to upgrade to their rugged mobile computing estate formed part of a large-scale technology refresh. The site had been operating an RF data capture system for several years, however this was now on an unsupported Windows based operating system, so the business knew they had to migrate onto a more futureproof Android system.

The company was looking for both a rugged handheld and truck mounted solution to support their warehouse processes within their goods in, picking and put away operations. The new hardware investment was required to ensure compatibility with the new android system. Ensuring a fully supported and efficient warehouse operation was key to maintaining business performance, so the technology refresh needed to facilitate increased productivity, reduced downtime, and business operating costs.



Solution

As part of the upgrade, the business was looking for a supplier that had the experience and ability to provide localised support both prior to and following the planned system rollout. With over 30 years' experience in the design, supply, and support of rugged mobile computing solutions, TouchStar were seen as the perfect fit for the customer's requirements.

TouchStar specified their own in house, UK manufactured **TS8200** handheld and **TS7200** truck mounted solution. Both devices were a perfect fit for the upgrade project, with built in toughness, they provided an ergonomic and robust solution that was particularly suited to the demanding nature of the operation. Combining high-definition graphics and keyboard, they provided outstanding readability deemed necessary in what was an ambient lit warehouse and manufacturing environment.

TouchStar engineers worked together with the customer to provide a best truck mount terminal solution. This not only included the terminal, but a user-friendly mounting solution that would fit seamlessly onto their existing fleet of forklift trucks. The solution, which comprised of the **TS7200** truck mount device, scanner and printer provided an ergonomic solution to aid safe working and productivity within their truck-based operations.



Implementation/ Go Live

The hardware implementation phase took 6 months from start to finish. Additional software integration work was required to ensure a seamless connection between the new devices and the businesses core warehouse system. TouchStar engineers were on hand to check device compatibility and connectivity to the businesses existing Wi-Fi network. The business was very complementary about the localised support they received which resulted in a successful and smooth rollout of the system upgrade.

Results and Benefits

Since the go live, the business has become a clear success story of how organisations in the warehouse and manufacturing sector continue to benefit from the support of advanced warehouse scanning solutions. The system has delivered many benefits, most notably fulfilling the objectives for increased productivity and minimal downtime.

With the new user-friendly truck mounted solution, data capture is easy. The availability of compact truck mount, scanner and printing capabilities now enables drivers to work safely from the truck with the digital back up to increase operator efficiency and accuracy.

The business is now looking to expand the use of RF technology into other areas of the operation. Additional investment in TouchStar and its mobile computing technology has now been put in place as they look to roll out the technology into additional areas of their warehouse operation.

Get in touch:

Phone: +44 (0) 161 874 5050

Email: sales@touchstar.co.uk

Web: www.rugged-mobile-computers.com

TouchStar Technologies Ltd, 7 Commerce Way, Trafford Park, Manchester, M17 1HW